



**State of Illinois**  
**Illinois Commerce Commission**  
**Customer Credits for Telecommunications Carriers**  
**Code Part 732.30**  
**Quarterly Filing**

**Verizon North Inc.**  
**for quarter ending September 30, 2008**

<b>Out of Service More Than 24 Hours</b>	<b>July</b>	<b>September</b>	<b>September</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$3,856.79	\$6,765.86	\$6,373.23	\$16,995.88
B. Number of credits issued for repairs - 24 - 48 hours	263	443	303	1,009
C. Number of credits issued for repairs - 48 - 72 hours	100	127	106	333
D. Number of credits issued for repairs - 72 - 96 hours	37	27	58	122
E. Number of credits issued for repairs - 96 - 120 hours	18	27	53	98
F. Number of credits issued for repairs > 120 hours	4	14	22	40
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	3,623	2,992	3,929	10,544
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

<b>Failure to Install Basic Local Exchange Service</b>	<b>July</b>	<b>September</b>	<b>September</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$24,917.81	\$23,218.65	\$16,245.30	\$64,382.00
B. Number of installations after 5 business days	568	770	655	1,993
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	71	137	149	357
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	624	519	537	1,680
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

<b>Missed Appointments</b>	<b>July</b>	<b>September</b>	<b>September</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$16,450.00	\$21,550.00	\$13,550.00	\$51,550.00
B. Number of customers receiving credits	333	434	276	1,043
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	24	21	10	55

**Comments**